Intake Process - Child Welfare (Non Child Abuse/Neglect) Matters

Policy: 600.0000

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Employees within the Intake Units of the Division of Child Protective Services (CPS) perform the Department's Intake function for all Child Welfare (CW) matters involving any family who is not active within the Department. A CW call that is received by the Call Floor or the Intake Unit regarding an active case (child and/or family) is directed to the assigned primary social caseworker.

A CW call is one which does not contain an allegation of abuse or neglect but does indicate a need for social services by the Department. During standard working hours (8:30 A.M. to 4:00 P.M. weekdays), all CW calls are processed by an Intake Unit Office worker assigned to Intake. During non-standard working hours (4:00 P.M. to 8:30 A.M. weekends and holidays), CW calls are processed through the Call Floor. An Intake Unit worker follows up on the referral during the next work day.

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Intake Process for Child Welfare

Procedure From Policy 600.0000: Intake Process - Child Welfare (Non Child Abuse/Neglect) Matters

A. A Child Welfare (CW) matter (telephone call, in-person contact) is directed to Intake during standard working hours (8:30 A.M. to 4:00 P.M.) if the request for information or assistance is received by the Call Floor or another unit within the Department. Intake Office staffing is provided by Intake Unit social caseworkers on a rotating basis and the intake process is supervised by the Intake Office Supervisor. In the absence of the Intake Office Supervisor, Intake Unit Supervisors perform this function on a rotating basis:

1. Intake process for requests for service:
   - a) When a telephone request for services is made, the worker asks for the person's name. Using RICHIST, the worker conducts a Person Search. If the person is found in RICHIST, a Case Search is conducted. If there is an active worker, the caller is directed to the active worker. The fact that Intake was contacted by the client is documented on the Call Log.
   - b) When there is no active case, the call is documented on the Call Log. Depending on the nature of the situation, the worker may proceed in various ways. The worker may provide information about services which are available within the community, refer the caller to the appropriate outside agency for service or information, or refer the caller to CES (Comprehensive Emergency Services).
   - c) If an in-person intake interview is requested, the worker uses the Calendar to check availability of workers and makes an appointment for the caller to come in and speak to a worker to discuss the situation and to gather/give more information if necessary.
2. If, after inquiring about services, the caller (or worker) decides that more than just information is needed/wanted, the Call Log call is canceled and the worker begins documenting a call in the Intake Services Referral window. This type of call will not be counted on the Call Log, only as an Intake. The worker elicits the necessary information to fill in as much information as possible in the tabs of the Intake Services Referral window which includes demographic information, a referral source, reason for referral, current situation, service needs, and disposition:
   - a) If the person is already known to DCYF, any pertinent information is automatically retrieved and the appropriate fields in the Intake Services Referral window pre-fill.
   - b) If the person is not known to DCYF, the worker must create the person in the database. The worker then inputs any known information by filling in the fields in the intake Services Referral window.

c) The worker accepts or declines the Intake by using the Basic Tab on the Intake Services Referral window:
   1) If accepted, the worker assigns the Intake to the Intake Office supervisor. The Intake Office supervisor reviews the information on line and decides whether to accept the Intake, using the Basic Tab of the Intake Services Referral window.
   2) If the request is declined, the process ends here.
   3) If the Intake is accepted and there is an existing case in RICHIST, the Intake Office supervisor links the Intake to the existing case.
   4) If no case exists, the Office supervisor creates a new case for the Intake. The Intake is then assigned to the Case Control worker who assigns it to an Intake Unit supervisor for assignment to an Intake worker.

d) If the Intake worker decides that there is justification for acceptance of voluntary placement, the matter is brought to the attention of the Intake Unit supervisor for acceptance and then to the Assistant Director, CPS, for acceptance, using the Basic Tab of the Intake Services Referral window:
   1) If approval is given to accept a voluntary, the case is opened to the Department (refer to Policy 700.0015, Voluntary Placement).
   2) If approval is not given to accept a voluntary, the Assistant Director will recommend an alternate course of action (i.e., initiate court action, open as a request for services), documenting his or her recommendations on line.

3. For cases which will be held in Intake (i.e., CES referral) or sent to FSU for services, an Emergency Assistance request must be completed. RICHIST has the capability of checking for new participants in the system on a daily basis. If it is determined that a new participant must be enrolled in EA, a form will be sent to the Intake worker via interdepartmental mail. The worker will have the parent(s) sign the form; the worker will complete the Eligibility Determination Checklist and the Authorized Services form which are accessed in the Eligibility window.

4. Each case is unique and may require other types of documentation depending on the situation. The Intake worker keeps cases for a limited time period and usually within one day of receiving the assignment assigns the case to his or her supervisor for approval, using the Case Assignment window. The Intake Unit supervisor approves the case, and assigns the case to the Case Control worker who assigns the case to FSU. If there is any problem or question about the case, the FSU supervisor may reassign the case to Intake within 24 hours for follow up. Any hardcopy forms or prior DCYF history is placed in a green binder and sent to FSU via interdepartmental mail.

Intake Follow-Up of Child Welfare Calls Received by the Call Floor During Non-Standard Working Hours

Procedure From Policy 600.0000: Intake Process - Child Welfare (Non Child Abuse/Neglect) Matters

A. The Intake Office supervisor or designee receives the Child Welfare Referral from the Call Floor supervisor in the Intake Services Referral window on his or her RICHIST desktop in the A.M.:
   1. The Office supervisor or designee reviews the information on-line and declines the Intake on the Basic Tab if follow up is not necessary.
   2. If follow up is necessary, the Office supervisor uses the Basic Tab to accept the Intake. The Office supervisor links the Intake to an existing case, if one exists, or creates a new case:
      a. The Intake is assigned to the Case Control worker who assigns it to an Intake Unit supervisor.
      b. The supervisor assigns the case to an Intake worker who follows up on the referral by contacting all parties involved in the situation. If the subject(s) of the referral cannot be reached by telephone, the worker attempts contact by letter.

B. If the Child Welfare Referral indicates that an emergency placement was made by the CPI, the Intake worker must contact the Placement Unit to determine if the child is able to stay in the current placement. If the child must be moved, the worker, using the Out of Home Placement Request window, requests another placement.

Processing Court Request for Study and/or Order for Placement

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A. The Family Court may request a DCYF study prior to making a decision about a juvenile matter or a domestic relations situation. The Court may also order a child, who comes before the court on a wayward/delinquent petition, into placement. Both the court study request and placement order are carried out by the Department's Intake Unit staff when the case is not active with the Department. If the child's case is open to the Department, the assigned primary service worker will complete the court request for study or placement.

B. Court study:
   1. The Intake Office Supervisor or designee receives a request from the family court for study of a domestic relations or juvenile matter.
   2. The Intake Office supervisor reviews the request and completes a Person Search.
   3. If the person is already known, the pertinent information is automatically retrieved and the appropriate fields will pre-fill. If the person is not known, the Office supervisor must create the person in RICHIST and then fill in as much information as possible in the Intake Services Referral window.
   4. The Intake Office supervisor may decline a request that is not appropriate. If the Intake Office supervisor accepts the request, he or she either links the request to an existing case or creates a new case. The request is then assigned to the Case Control worker who assigns it to an Intake Unit supervisor for assignment to an Intake worker.
   5. The Intake worker completes the Emergency Assistance template and places any hardcopy form(s) or DCYF history in a green binder. The Intake Unit supervisor approves the case and assigns the case to the Case Control worker who assigns the case to FSU. If there is any problem or question about the case, the FSU supervisor may reassign the case to Intake for follow up within 24 hours.

C. Court Ordered Placement:
   1. A child comes before the family court on a wayward petition.
   2. A Judge orders a child into placement usually at the request of a parent.
   3. The Intake telephone worker conducts a Person Search and, if the person is found, any pertinent information will be retrieved and the appropriate fields will be pre-filled in the Intake Services Referral window. If the person is not found, the worker creates the person in RICHIST and elicits the necessary information to fill in as much information as possible in the tabs of the Intake Services Referral window.
   4. The worker accepts the request by using the Basic Tab and assigns the request to the Intake Office supervisor. The Intake Office supervisor also accepts the request using the Basic Tab and then directly assigns the case to an Intake worker for immediate service.

5. An E-mail message is sent to notify the Intake worker that the assignment requires immediate attention. A receipt is attached and will be returned to the sender (Intake Office Supervisor) when the message is opened. If a receipt is not returned in a timely manner, the Office Supervisor will reassign the case to another worker.
6. The Intake worker provides whatever services are necessary, including contacting the Placement Unit using the Placement Request window. The Placement Unit will E-mail the placement information to the worker. The worker is responsible for transporting the child to the designated placement.
7. The Intake worker then prepares the case for reassignment and also utilizes the Emergency Assistance template. The Intake worker assigns the case to his or her supervisor for approval. The Intake Unit supervisor approves the case and assigns the case to Case Control for assignment to FSU. If there is any problem or question about the case, the FSU supervisor may reassign the case to Intake for follow up within 24 hours. Any hardcopy form(s) or prior DCYF history is placed in a green binder and sent to FSU via interdepartmental mail.

D. Request for out of town investigation (OTI):

1. When a request is received by the Interstate Compact on the Placement of Children (ICPC) Administrator for an OTI, the ICPC Administrator reviews for completeness.
2. The Administrator then completes a Person Search and, if the person is found, any pertinent information is automatically retrieved and the appropriate fields will pre-fill in the Intake Services Referral window. If the person is not found, the Administrator creates the person in RICHIST and then fills in as much information as possible in the Intake Services Referral window.
3. The Administrator accepts the request using the Basic Tab in the Intake Services Referral window and links the request to an existing case or creates a new case. The Administrator assigns the case to the Case Control worker for assignment to an Intake unit.
4. The Unit supervisor assigns the case to an Intake worker. The Intake worker completes the Intake Services Referral window and assigns the case to the Unit supervisor for approval. The Unit supervisor assigns the case to the Case Control worker for assignment to FSU.
5. Any hardcopy paperwork or DCYF history is placed in a green binder and sent to FSU via interdepartmental mail. The FSU supervisor assigns the case to an FSU worker. The FSU worker completes the study and submits the study to the FSU supervisor. The FSU Supervisor then submits the study to the ICPC Administrator.

E. Diagnostic Assessment Services:

1. A DAS (diagnostic Assessment Services) evaluation must be court ordered. A Judge orders a DAS evaluation to determine service needs for a child who appears to have problems which cannot be handled without special assistance. An in patient DAS evaluation takes two weeks. Out

patient evaluations do not have specific time frames, but are usually completed within six weeks. A return court date is given at the time the evaluation is ordered. On the return date, a report documenting the outcome of the evaluation is given to the Court.

2. If a case is active, the order is given directly to the active worker. The active worker must notify his or her supervisor, who assigns the case to the DAS liaison. If the case is not open, a call is made to the Intake telephone worker who documents the information in the Intake Services Referral window. The DAS liaison is assigned all cases involving children who are court ordered to have DAS evaluations.
3. If the case is not already active, a DAS case is assigned in the same way as any other referral to Intake. The worker conducts a Person Search. If the person is already known to DCYF, any pertinent information is automatically retrieved and the appropriate fields in the Intake Services Referral window pre-fill. If the person is not known, the worker creates the person in RICHIST and elicits as much information as possible to fill in the tabs. The worker accepts the order by using the Basic Tab. The case is assigned to the Intake Office Supervisor who accepts the order and either links the order to an existing case or creates a new case. The order is then assigned to the Case Control Worker who assigns it to the DAS liaison and an Intake Unit supervisor for assignment to an Intake worker.
4. If the child has been ordered into a DCYF placement, the Intake Office Supervisor makes the assignment directly to the Intake worker and the DAS Liaison. An E-mail message is sent to notify the Intake worker that the assignment requires immediate attention. A receipt is attached and will be returned to the sender (Intake Office Supervisor) when the message is opened. If a receipt is not returned in a timely manner, the Intake Supervisor must assign the case to someone else.
5. The worker who receives the assignment from the Intake Office Supervisor responds immediately. The worker is responsible for securing a placement, using the Placement Request window. The Placement Unit will E-mail the placement information to the worker and the worker will bring the child to that placement. If the child is placed in foster care, or there are other service needs, the case is opened to a Family Services Unit in the same manner as any other case. If there are no immediate service needs, the case is held by the assigned Intake worker, no longer than 30 days, pending the outcome of the evaluation. After the evaluation is complete the assigned worker sends an E-mail to his or her supervisor to end the assignment.